

AMENDMENTS TO THE SPECIFICATION:

Pursuant to 37 C.F.R. §§ 1.72 and 1.121, amendments to the Abstract are set forth in the Replacement Abstract attached on a separate sheet.

Please amend the paragraph beginning on page 3, line 24, as follows:

Moreover, the language information is the language corresponding to the query. The service-providing server's information is a domain name (uniform resource locator (URL)URL) of the service-providing server. The query-contents identification is a query-contents category number that said query belongs to among a plurality of query-contents categories. In addition, the user's location information is a user's connection control information.

Please amend the paragraph beginning on page 12, line 5, as follows:

Referring to FIG. 1a, the service-providing system (hereinafter referred to as the service-providing server) 101 comprises a database 103, and it is coupled to a user computer 107 and a counselor computer 109 via the communication network 105. The communication network 105 comprises the Internet, a mobile communication network, a Public Switched Telephone Network (PSTN) ~~PSTN~~ and similar means.

Please amend the paragraph beginning on page 14, line 5, as follows:

It is reasonable that for proper counseling, the counselor should know some general user-related information. Accordingly, the basic counseling information may include such information as the page(s) (or area[s] of a site) which a user is accessing

or has accessed, the goods which the user wishes to purchase (or has purchased), information about the user, and a delivery address in case of shopping malls and similar information. The user-related information may be derived from a member information database. In addition, when the counseling link is clicked on, it is advantageous for the counselor to know information about which page (or area of a site) of the service-providing server 101 includes the counseling link that the user selected, what categories the page included, what information the user asked for, and what previous answers were given to the user's questions. These data may be managed systematically by organizing the database based on the counseling link. This manner of counseling is also apparent to those skilled in the art.

Please amend the paragraph beginning on page 16, line 20, as follows:

A description of the items described with reference ~~referring to~~ FIG. 1a will be omitted.

Please amend the paragraph beginning on page 23, line 6, as follows:

Referring to FIG. 7, a dialogue type of counseling may be carried out in the counseling room with the help of pictures. A user's image 701 may be a live image, a still picture, or an avatar. A live image may be transmitted from a camera attached to the user's communication terminal (for example, their computer, cellular phone, personal digital assistant (PDA) ~~PDA~~, or IMT 2000 terminal). A still picture or an avatar may be what the user inputs himself/herself or what the user selects from among the still pictures and avatars provided by the service-providing server 101 or the counseling server. Similarly, the counselor's image 702 may be a live image, a still picture or an

avatar. Because the contents display area 605 and the contents input area 603 are designed for a chat service based on text, their descriptions are the same as in case of FIG. 6. Accordingly, descriptions of them will be omitted.